

# 2017 ACCOMPLISHMENT REPORT

Ensuring humane treatment. Serving people. Doing right.



**Animal Care** administers the Animal Welfare Act (AWA) and the Horse Protection Act (HPA), and supports our regulated community and pet owners with preparing for natural disasters and emergencies. The vast majority of regulated entities are in substantial compliance with the AWA and HPA. For those with a shared interest in the humane treatment of animals, we are helping individuals achieve compliance by expanding learning and outreach opportunities, with very positive results. For those who remain noncompliant with the laws, coordinated teamwork has enabled us to initiate and subsequently close

enforcement cases more efficiently.

## Inspection and Enforcement

FY 2017 was a year of many firsts. We introduced an industry-driven emergency management model to the research community. We successfully piloted eFile for dog import applications. We included a hands-on children's seminar on animal husbandry in a training event for commercial dog breeders from the Amish community. We also re-established our practice of training side-by-side with industry-licensed Designated Qualified Persons who share joint responsibility for administering the HPA.

**Number of facility site inspections performed** 12,043

**Percent of licensee and registrant sites in substantial compliance** 96%

**Number of HPA-regulated events APHIS attended** 52

**Percent compliance for horses shod with pads** 93%

**Percent compliance for horses shod without pads (flatshod)** 100%

**Total dollar amount in civil penalties for Animal Welfare Act** \$557,000

**Total dollar amount in civil penalties for Horse Protection Act** \$113,000

**Number of individuals disqualified from showing horses** 85



## Learning and Outreach Opportunities

**79** Number of visits by compliance specialists to prospective applicants

**97%** Percent of new licensees compliant on first unannounced inspection

**55%** Percent of facilities in the compliance assistance program to improve at third routine inspection

**1,900** Number of people attending outreach events

**2,000** Number of learning aids distributed at and after learning and outreach events

**69%** Percent of Horse Industry Organizations who participated in joint training with USDA

**93%** Percent of horses inspected by those jointly-trained Horse Industry Organizations

Animal Care is “doing right” by our customers, external and internal. We have increased our efficiency to provide improved customer service. We took steps to decrease our Freedom of Information Act backlog. We worked hard to reinstate the Public Search Tool after its removal from our website to allow for a comprehensive review of our records. Our enhanced collaboration and communication with the Walking Horse industry greatly improved relations, resulting in decreased security costs at horse shows. We are protecting and developing our employees with more educational opportunities and with safety improvements, such as work-related safety inspections and tracking and analyzing work-related injuries/accidents. Our lives and our organization are richer for cultural diversity. Our work in FY 2017 with Indian Country included outreach partnerships and investments in spay and neuter programs with tribal organizations.



### Customer Service

Number of calls received in field hub offices **7,575**

Number of those calls resolved by the first person reached (96%) **7,235**

Number of Freedom of Information Act requests completed **1,200**

Number of stakeholders using the Public Search Tool since its reinstatement August 18 **53,000**

Number of states participating in a national agriculture emergency management **17**

Reduction (from 2016) in time needed for approved applicants to receive USDA licenses **32%**

Percent decrease in security costs for horse shows (from \$285,789 to \$153,586) **46%**



Animal Care was also busy in our emergency management mission. We responded to hurricane disasters in Texas, Florida, the U.S. Virgin Islands, and Puerto Rico. Our collaborations delivered models for training and conducted exercises. We piloted a boot camp for animal control officers and local responders to strengthen the nation's emergency management system by teaching people how to take care of their own communities. Our training modules improved real-world outcomes for facilities during wildfires in northern California, among other locations.